



Client Case Studies

All TSS client case studies are confidential and should not be used for anything other than information on the program and the results achieved.

CASE STUDY #1

Who is involved?

Director of Operations

What was happening?

Meg has been at the company for three years and felt she was ready for the next move. She is unclear about what she wants or needs to gain more seniority in her position and would like help to identify next steps and clarify her goals so she can have a better understanding of how to take on more challenging roles.

Challenge

She is personally dissatisfied with many aspects of her life including her current role, which she feels has grown stale. Her relationship with her partner, and the relationship with her peers and direct reports has not always been easy as they view her as competent but detached. She has trouble accessing her feelings during a crisis and generally stays busy to avoid confronting the discomfort she may be feeling. She is also aware that she resorts to negative self-talk when she is unable to find a solution which undermines her performance. She wants to break through these barriers and be a better partner and boss. Most of all, she wants more time to focus on her needs and understands that she's her biggest enemy because she allows herself to be overwhelmed.

We Provided

Six months of weekly coaching sessions and online proprietary educational materials allowing Meg to explore and understand the key issues that were holding her back, and the opportunity to reflect on what she really wanted by setting clear goals, understanding behaviors that worked against her best interests, and developing new habits for more effective communication and clear focus on the future. The most important part of the work was Meg's willingness to reflect deeply by using the online materials developed to help individuals break through the fear of change, examine limited beliefs, understand her emotions, and discover ways to improve and enhance work and life.

How Did Life Change

With consistent attention to the process, Meg began to deal with her emotional life more honestly and was able to have deep conversations with her partner that allowed them to grow closer to each other. At work, she found ways to communicate more easily with her direct reports and had a much clearer focus on her next steps. She felt more at ease, and discovered that she had more understanding of her own needs and was able to address them in a shorter time than previously. Her relationships with peers and direct reports improved as she sought feedback from others, and she was much more empathetic to their needs. Overall, Meg began to understand herself better, and was much more attuned to the role she was in, as well as clear in her goals for a more prominent role within the organization. Within a year of completing our coaching program Meg was promoted to VP of Operations.

Testimonial:

“The impact of this program cannot be overstated. I was blown away by the deep insights this offered me to understand my personal style and the impact it was having on my career and life. Jacqueline’s ability to nail the exact areas that need attention and the ways in which I could focus on being better at my job were amazingly accurate. With these insights I have changed my focus and have developed more collaborative relationships with my colleagues and after a short period of time my performance has improved dramatically. Awesome process.” – Meg Davidson, Director of Operations

CASE STUDY #2

Who is involved?

Senior corporate lawyer

What was happening?

After completing a Human Synergetics behavioral assessment James understood that he wanted to make improvements in how he approached his relationships both professionally and personally but was unsure how to do that.

Challenge

James is generally very busy and stressed because he often procrastinates on addressing problems. He frequently jumps to solutions before he has all the information he needs. This tension has caused impatience as well as difficulty focusing on tasks at hand. He is easily unhinged if there is any disapproval of him. He was also aware that there was a critical lack of communication with the leadership team, and he hoped to be part of the solution to remedy this. His goal was to become more patient, collaborative and empathetic with a focus on how to help others develop their potential. He also wanted to get more tasks done in a timely manner and create a better support structure to create a more efficient team. At home, he wanted to

improve the quality of his interactions with his wife and son and spend less time working late hours.

We Provided

A six-month coaching program with online educational materials to promote greater self-awareness, emotional understanding, better communication, and development of interpersonal relationships to support the legal team, as well as develop better feedback systems with the executive board to restructure their communications. We also worked on time management strategies and developed key behavioral changes to lessen stress through meditation practice, and mindfulness to create greater awareness of his own and others needs.

Results:

James began to understand how his rush to action undermined his ability to be the best role model for his team and took steps to clarify his position before he launched into action. He was able to get their feedback and take it without getting defensive, and developed the communication skills to listen more attentively and allow others to ask questions to open up the dialogue. He began to be seen as a strong mentor and encouraged his direct reports to think more expansively about their roles. He also found a way to build better relationships with the leadership team and was able to start constructive dialogue about the direction of the company knowing that he could not control all the aspects of change. At home, he gave more time to being with the family, and not distracted by work which improved their relationships.

Testimonial:

“When I started the Transformational Strategies program, I did not know what to expect but it quickly became evident that I had work to do. It brought me directly into the experience of recognizing my strengths, weaknesses and blind spots which were highlighted in the behavioral assessment. In a matter of months, I began to see the change as I have grown and developed into a much more compassionate, present and aware leader whose communication with my team has improved immensely and my relationships with my family are much less stressful. I owe much of my results to Jacqueline’s guidance and support during my journey. She’s a coach that won’t let you slack, and holds you accountable, which is great. If you are looking for serious change in your organization or personally you will not find a better program. This really is transformational.” – James Manfred, Chief Legal Officer

CASE STUDY #3

Who is Involved?

VP of Marketing

What Was Happening?

Ken is a compassionate, caring person who always wants to do the right thing and help others but frequently gets in his own way because he is afraid of rubbing people the wrong way. He

describes himself as a people pleaser which frequently means he carries everyone's problems and stress as his own and constantly seeks validation that he's doing okay.

Challenge

He often procrastinates when he should be dealing directly with people and situations. Recently, he was placed in the position of firing employees for lack of performance and found it extremely difficult. This has undermined his performance as a leader. Recently his own moods and inability to express himself and feel positive have been impacted. He understands that he needs to deal with this conflict and communicate his emotions so he's not just the sponge that takes on everyone else's problems. He wants to be more confident in dealing with stress to get the most out of his professional and personal life. Ultimately, Ken wants to be a better person and knows something must change to make that happen.

We Provided

A year of one-on-one coaching and access to the online Transformational Strategies program, as well as a behavioral assessment to help Ken understand his greatest weakness as well as his greatest strengths. He committed to overcoming his people-pleasing habits and to making himself a priority. During the process of self-reflection, he understood how he could communicate without worrying about others. This was particularly helpful as he developed the confidence to stop seeking validation for all his efforts. He set clear boundaries and was willing to say no to things that didn't serve his needs and was willing to speak up in situations that demanded his attention. Through time-management analysis and skill building exercises we created a system for him to handle the important matters in a timely manner. He also developed the skills to handle stress directly and deal with tough emotional situations at work.

Results:

Ken was able to step aside from making sure everyone was all right before he took care of his own needs and was able to ask for help when appropriate. Since procrastination was no longer a major issue, he was able to streamline his activities to be more mindful of time, energy, and resources, and engage others in the tasks more meaningfully. He also felt more fully in control of his leadership position and was confident that he could develop a team that worked together to form a dynamic contribution to the company's marketing endeavors.

Testimonial

"This has been one of the most impactful development opportunities I have ever participated in. I have been able to develop from being a project-oriented manager to a leader that motivates and inspires a team. Through this program, I have developed more confidence to handle stress, and build better communications with my team members which has resulted in more open conversations that have built greater trust between members. In working with Jacqueline, I was able to successfully break down barriers and bring the team together to move towards being extraordinary. This experience has been incredibly rewarding and has taught me much about the type of leader I aspire to be." - Ken Willingham, VP of Marketing

CASE STUDY #4

Who Is Involved?

Director Organizational Development

What Was Happening:

Gail felt like work had become a chore and the people she worked with were very unsympathetic to the changes she wanted to make within the organization. On top of that, she felt all her efforts were being undermined by people who didn't know half as much as she did. Dissatisfied and feeling trapped, she wanted to leave but didn't feel she had the courage to make the switch.

Challenge:

When it became clear that she was no longer willing to put up with the slow pace of development and that she was done with corporate life, fearful that leaving the security of a corporate job would be detrimental to her financial life, she hesitated in giving her notice that she was leaving. When she approached the subject with her boss, she was told she wouldn't last five minutes as an entrepreneur. This was the turning point that helped her realize she needed support to make the move to independent contractor.

We Provided:

Gail enrolled in our six-month program that included one-on-one coaching and online learning and began to unravel the emotions and limited beliefs that held her back from making the decision to leave her job at an earlier time. Through the activities and reflections offered in the Transformational Strategies and deep dive sessions with the coach, she found the confidence to resign and started making plans to create a new future using the setting goals and actions section of the program. She was also able to think more clearly about what resources she had, and what she would need, and started to build a clear vision of those in her network who would be helpful to her in making the switch.

Results

Having a grand plan in place, she confidently stepped into her new role as an independent consultant. She was able to build a network of people who supported her goals and took on new clients that boosted her belief in the new direction.

Testimonial:

"I set some very ambitious goals for myself and wanted a thought and accountability partner, someone who would give me a kick in the pants when I needed it. I enrolled in Jacqueline's program and after a very short time using her coaching and educational materials, which were first class, I was able to identify the limited beliefs that needed to be addressed to build my confidence and leave my corporate position. I very much appreciated Jacqueline's straight-forward approach to help me achieve my goals." – Gail Hammond, Organizational Development Consultant